

## Financial Crimes Specialist – Call Center 2 – Roanoke, VA

### Join Wells Fargo's Technology and Operations Group

Start your new career as a Financial Crimes Specialist – Call Center 2 with **Wells Fargo**, supporting our Risk Operations/Fraud Prevention group. Consistent growth is creating opportunities for you to become part of a successful team in our Integrated Claims Call Center (ICCC) here in Roanoke. We are seeking ambitious individuals with a drive to succeed as we continue to expand. If you have the qualifications below you could become part of a dynamic team providing exceptional customer service for our ATM/Debit card, ACH and Check fraud card customers.

Successful candidates will be working in a fast-paced production oriented call center environment. You will be expected to respond to our inbound customer inquiries while meeting or exceeding quality standards. You will be required to use multiple online computer systems with technical proficiency. Excellent communication skills are necessary to conduct thorough questionnaires while documenting and researching all required information to assist the customer in resolving their fraud or merchant dispute. The nature of claims handled can be complex; therefore, direct communication with merchants is often required to resolve customer disputes.

Your success in this position is critical especially during the first 6 weeks of paid training held Monday through Friday 8:00am to 5:00pm. During this period, we have high expectations for your attendance. Once training is completed, the schedule you were hired for will be effective. Initially we are hiring for our afternoon shift starting at 11:30pm until 8:00pm (weekdays) and 11:30am until 8:00pm (Saturdays), which includes a shift differential. Days off will be Sunday and one set day off during the week. Future shift bids are available as shifts open up.

The expected start date for this position is March 16, 2015

#### Basic Qualifications

- 6 + months call center experience; OR 1+ years of financial services, fraud, investigations, BSA/AML, or criminal justice; OR a 2-year degree in criminal justice.

#### Minimum Qualifications

- Consistent and stable work history
- One plus years of relevant customer service experience, preferably in a call center environment
- Experience in a fast-paced production orientated work environment
- Knowledge of navigating various computer applications and MS Office
- Proficient written and verbal communication skills
- Ability to provide a positive customer experience
- Ability to analyze and resolve customer disputes
- Ability to work cohesively within a team oriented environment

#### Preferred Skills

- Previous Debit Card Experience
- Regulation E
- Regulation CC/DD
- General Ledger Experience
- Bilingual in Spanish

### Apply Today!

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When creating your profile please let us know how you found us in the Referral Information section, by choosing Job Fair in the dropdown menu and entering the Job Fair Name and Location in the field box. By registering on our website, you can also set up a Job Agent to notify you of newly posted positions that meet your specific search criteria.

\*Due to the requisition activity, the position may not be available at the time of application.

Together we'll go far

